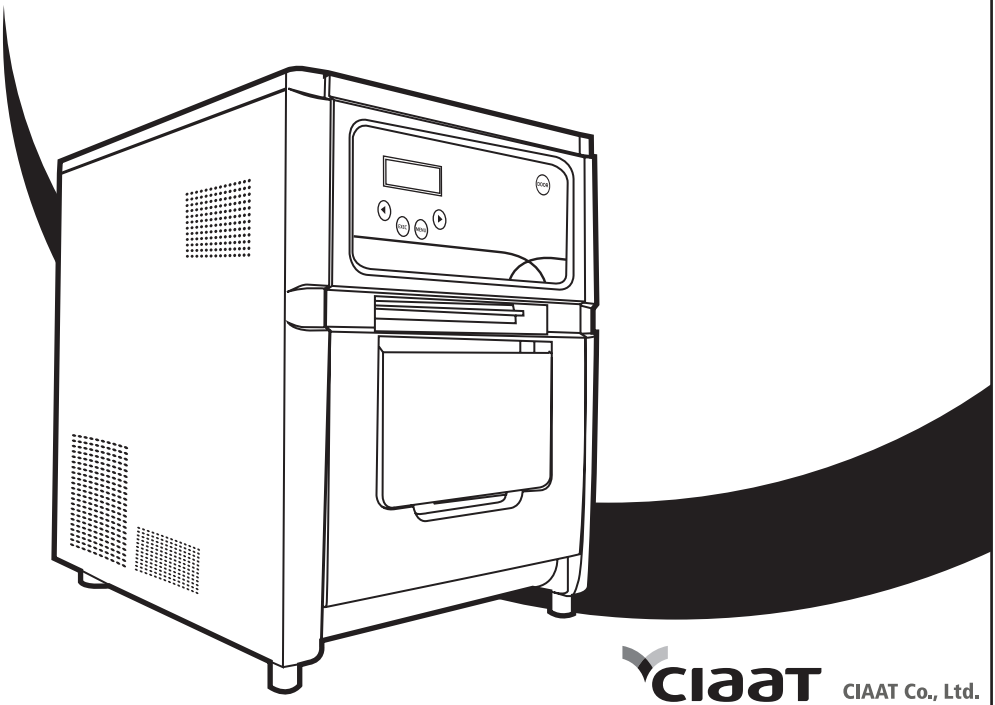
CIAAT CTP-3010
user manual



CIAAT Co., Ltd.

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Chapter 1. Important Safety Instruction

This manual provides detail instructions for the safety use of the printer.
Please read this manual carefully before operating the printer to ensure having proper use.

◆ In this manual, there are notes that require special attention.
For your safety operation, Safety Notices are separated as follows;

Warning: Inappropriate handling can cause the death or serious wounds.

Caution: Inappropriate handling can cause wounds and/or physical damage to the users.

Attention: Explanation about the cause of the trouble and the environmental condition.

◆ It is difficult to forecast all the danger in setting and use of the printer.
Therefore, warnings in this Operation Manual, in the other documents on the printer cannot cover all the cases.
In case of performing the operation or maintenance which is not described in this manual, all the concern for the safety have to be taken care of at the customer side.

◆ Operation and the notification for the maintenance described in this manual and other documents are for the proper use of the printer.
In case of using the printer for the other purpose, all the concern for the safety has to be taken care of at the customer side.

◆ Do not perform the operation which is prohibited in this manual and other documents.

◆ The contents that cannot be printed due to a failure while using the use of this printer are not guaranteed.

· Environments

To use the printer safety, please pay attention to the followings:

Caution: Do not let children to touch the printer or the cables.
It can cause accidents or electric shock.

Caution: Do not place the printer under a humid or dusty place.
It can cause a fire, electric shock or printer problem.
Do not place the printer with dust, sand and high humidity such as bathing place, bathroom, hot spring, or on the street.

Caution: Do not place the printer on rickety place and/or inclined place.
Printer may fall down or tumble and it can cause serious injury.

Attention: Do not place the printer under the low temperature such as ski yard, skating rink or open-air with direct sunlight.

Warning: Do not put vase, flowerpot, and cup or anything contents water or metric items on the printer. Water spilt or metallic items fall into the printer may cause the fire and electric shock.
In case the water spilt or metallic items fall into the printer, please turn off the printer power immediately.

Warning: Do not block the openings of the printer. In case, the opening blocked, the heat will remain inside and it can cause the fire.

Warning: Do not insert or fall the metallic or flammable items into the printer through the openings of the printer, it can cause the fire or electric shock.

Chapter 1. Important Safety Instruction

· Handling Instruction

When handling the printer, please pay attention to the followings;

Warning: Lift the printer from its box and put it onto a flat and firm table or desk.

Warning: The printer alone (without paper and ribbon installed) is weighted around 27Kgs. Please handle the printer carefully to prevent personal injury and damage of the printer.

Warning: When moving the printer, hold the bottom edge of the printer. It is strongly recommended to handle the printer by at least two persons during the transportation.

Warning: Please take caution when transporting the printer on the slippery floor.

Warning: Please make sure the power is off and the power cord is removed from the printer before transportation.

Warning: In the case of dropping the printer during transportation, contact Ciaat dealers or service center for inspection of the printer. Using the printer with possible damage without proper inspection may cause fire or electric shock.

Warning: Do not dismantle or remodel the printer. Some sections of the printer contain a high voltage or become very hot. Ignoring this warning may cause electric shock, fire, or burns.

· Handling Instruction - Continued from previous page

Warning: Secure the power cable firmly while using.

Warning: The thermal head reaches high temperature during operation but it is normal. Do not touch the thermal head by any case. Touch the thermal head may cause personal injury or damage of the printer.

Attention: Touching the surface of the thermal head directly may cause damage to the thermal head. Hard object getting into the printer may also cause the damage to the printer mechanism. In such case, please do not use the printer while any obstacle inside the printer.

Warning: Do not attempt to service the printer beyond the instruction specified in this document. In case of irrecoverable problem, please contact Ciaat dealers or service center.

Warning: This product must be grounded at all time during operation, and always used with the specified power cable only or the power cable accompanying this product. If the product is used without grounding, and current leakage occurs, fire or electrical shock may occur, and may also cause interference to radio, television, and other similar electric appliances signal receiving. If the proper grounding connection is not available, please contact Ciaat dealers or service center.

Chapter 1. Important Safety Instruction

・Handling Instruction for Consumable and Printed Outputs

In handling the ink ribbon, paper and printed outputs, please pay attention to the followings;

Attention: Paper Handling

- Use only the paper specified by Ciaat.
- Store the paper flat.
- Store the paper in a dry and dark place to avoid direct sunlight. (Temperature less than 30˚C, Humidity: lass than 60%).
- Do not touch the paper surface before printing to avoid fingerprints.

Attention: Ink Ribbon Handling

- Use only the ink ribbon specified by Ciaat.
- Store the ink ribbon in cool place to avoid direct sunlight. (Temperature less than 30˚C, Humidity: lass than 60%)

Attention: Printed Output Handling

- Store the printed outputs in a cool place to avoid direct sunlight.
- Store the printed outputs away from the organic solvent/fluid such as benzene, thinner or alcohol which may change or deteriorate the colors.

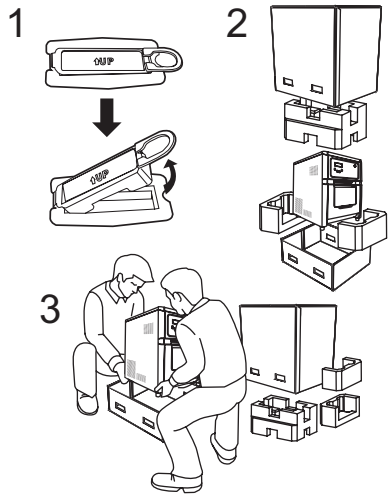
Caution: When abandon the ink ribbon, please handle it as harmful industrial waste.

Caution: Please take caution while handling the paper to prevent injure to the hands or paper-cut.

Chapter 2. Installing and Set Up

This chapter describes the unpacking and set up of the printer.
Before proceeding to this chapter, please make sure the Chapter 1. Important Safety Instruction is acknowledged carefully.

· Unpacking and checking the accessories



1. Please loosen carton holder on both sides first.

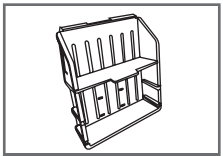
2. Open the box and remove the box containing the accessories and protection materials.

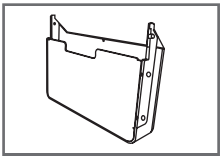
Attention: Please retain the box and packaging materials for the transportation of the printer when necessary.

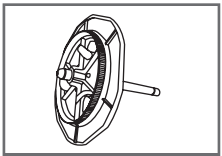
3. Take out the printer by holding the bottom of the printer.

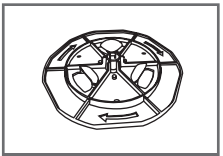
Attention: The printer alone (without paper and ribbon installed) is weighted around 27Kgs. Please handle the printer carefully to prevent personal injury and damage of the printer.

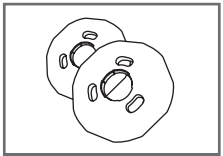
3. Take out the accessories from the accessory box and check the contents.

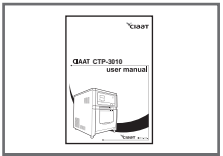

Paper Tray


Scrap Receptacle

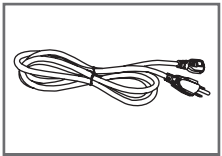

Paper flange (green)

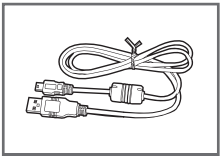

Paper flange (blk)

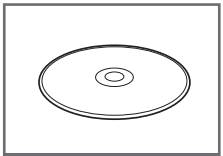

Spacer (2 pieces)



User Manual

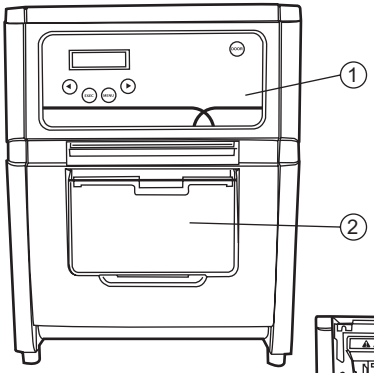

Power Cord(EU,US)x2


USB Cable

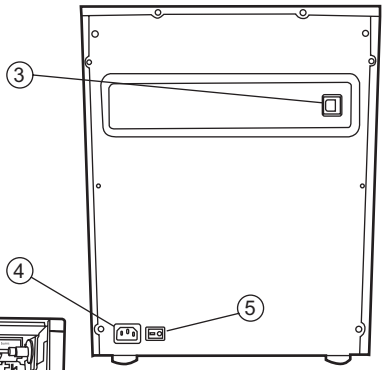

Driver CD

Chapter 2. Installing and Set Up

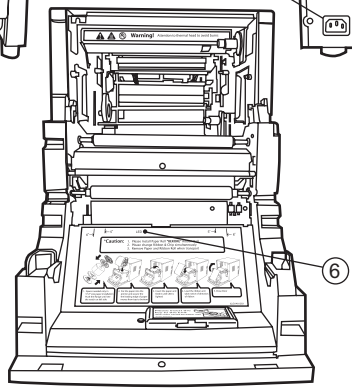
· Parts Name and Function



<Front View>



<Rear View>



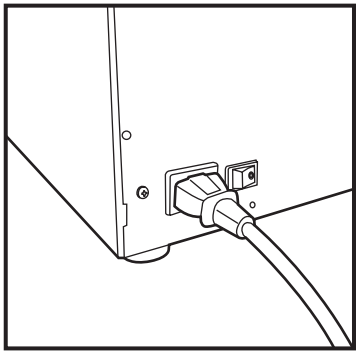
<Internal View>

NO.	Name	Function
①	Operation Panel	Control buttons, LCD and printer status display lamps are located on the panel.
②	Front Cover	Open the front cover when replacing an ink ribbon or paper, or when performing maintenance.
③	USB Connector	To be used to connect the USB cable.
④	Power Connector	To be used to connect the power cord.
⑤	Power Switch	This switch turns on/off the power of the printer. When the "|" marked side of the switch is pressed, the power is turned on. When the "○" marked side of the switch is pressed, the power is turned off. <Caution> Once the printer is turned off, wait at least 3 seconds before turning it on again.
⑥	Paper Setting Lamp	When setting the paper, insert the paper until the lamp is lit.

Chapter 2. Installing and Set Up

· Connecting the Power Cord

Connect the power cord according to the safety instructions below.



1. Connect the printer power cord to the back of the CTP-3010 and then plug the power cord into a power outlet.

Warning: Make sure to turn off the power of the printer before inserting the power cord.

Warning: Make sure to insert the power cord correctly. Incorrect insertion may cause the fire or the printer problem.

Warning: Do not insert or remove the power cord with wet hands. It may cause the electric leakage.

Warning: Do not damage or make any modification to the power cord. Misusing, such as putting the heavy items on the power cord, giving a strong pull to the power cord and twist the power cord may cause the fire and electric shock.

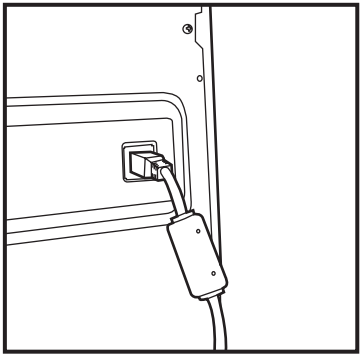
Warning: When moving the printer, make sure to turn off the power of the printer, remove the power cord in order to have no connection with other devices. Otherwise, the power cord might be damaged and it can cause the fire and electric shock. Also there is a possibility to fall down caught by the cord.

Warning: For the safety consideration, please remove the power cord from the printer if the printer is not to be used for long time.

Warning: Please avoid “piled up” connection which may cause the fire and electric shock.

Chapter 2. Installing and Set Up

· Connecting USB Cable

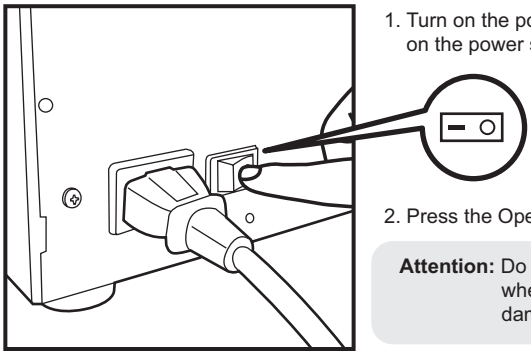


1. Connect the USB cable from the personal computer to the USB connector located on the right rear side of the printer.
   Be sure to insert the USB cable all the way.

Attention: To remove the USB cable, make sure that the printer is in the waiting status.
Removing the USB cable during data transfer may not be able to print data correctly and cause waste.

Chapter 2. Installing and Set Up

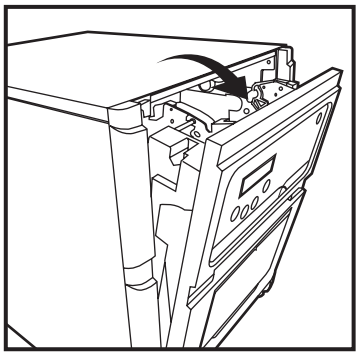
· Opening the Front Cover



1. Turn on the power of the printer by pressing "|" on the power switch.

2. Press the Open button on the operation panel.

Attention: Do not apply pressure on the front cover when opening the front cover. Otherwise, damage may be caused to the printer.

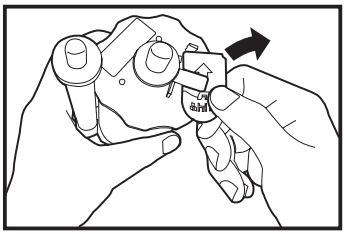


3. Open the front cover by holding the upper section of the front cover.

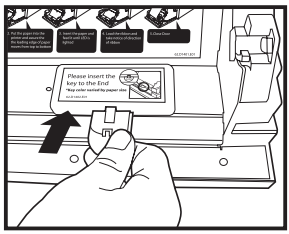
Attention: Do not open the front cover with excessive speed or with unnecessary force. Do not press the front cover or place a heavy object other than paper after opening the front cover.

Chapter 2. Installing and Set Up

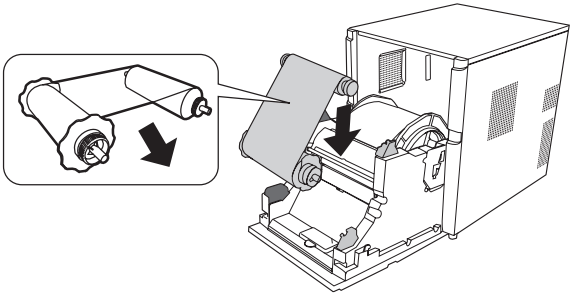
· Loading Ink Ribbon and chip key



1. Remove chip key from Ink ribbon.



2. Insert chip key into the dock.



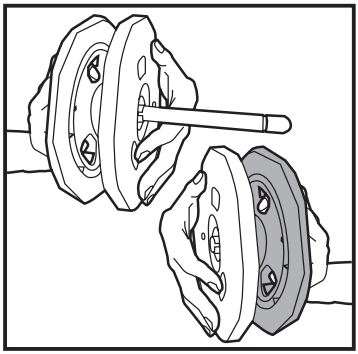
3. Stretch the ink ribbon and put the ink ribbon in the holder. Insert the ribbon until it clicks into position.

Attention: Please make sure match the color between ribbon core and dock on both sides.

· Loading Paper

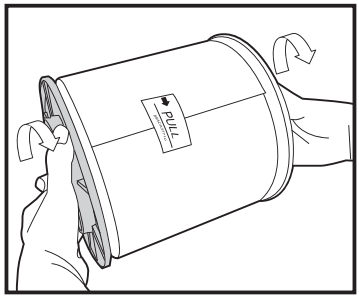
Install spacers in the paper flanges first when using 5x7 size paper. When using 4x6 size paper or 6 x 12 size paper, spacers are not needed.

(Note: The availability of some consumable packages may vary in different regions. Please contact your local dealer for the availability of the consumable packages.)



1. Install the spacers in the paper flange (green) and paper flange (black).

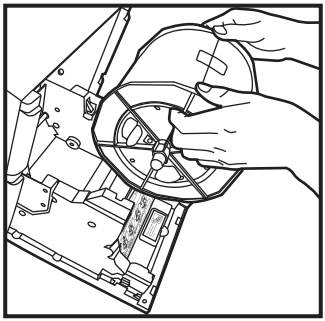
   The two spacers are identical.



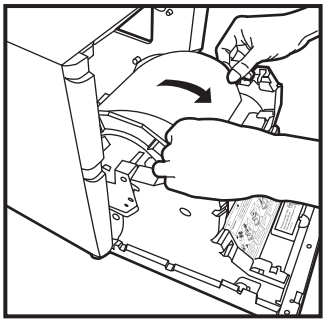
2. Push the flange until see the notch on left side on paper core.

   Do not remove the seal attached onto the paper until the paper is set in the printer.

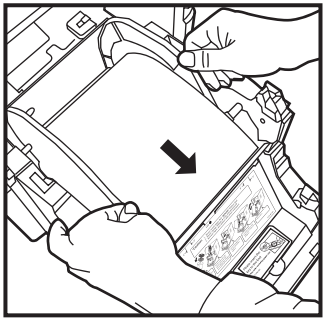
Chapter 2. Installing and Set Up



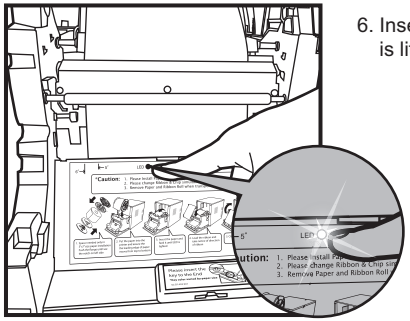
3. Set the paper in the printer.
   Set the paper by matching the color of the paper flange and the color of the holder.
   After setting the paper, remove the seal from the paper.



4. Insert the edge of paper under the roller by rotating the paper flanges.

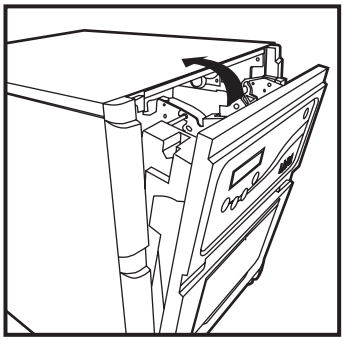


5. Match both ends of the paper to the line of the seal.



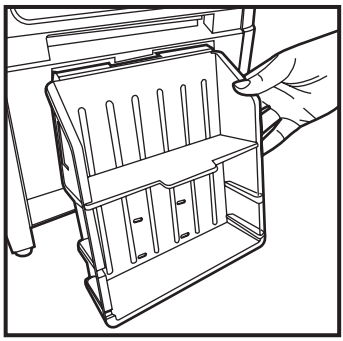
6. Insert the paper until the paper setting lamp is lit.

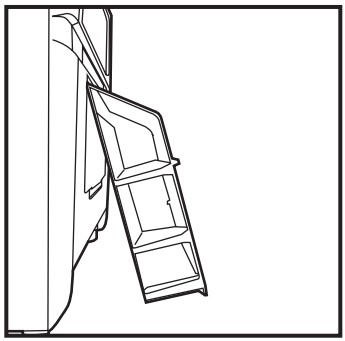
Chapter 2. Installing and Set Up



7. Close the front cover.
   After each paper roll is loaded/replaced, 4 sheets of paper will automatically be ejected to prevent dust and finger print.

· Loading Paper Tray





Attention: When you use 10x15 (4x6")-size paper, you may stack about 50 prints on this paper tray.
When using the print paper of 15x30 (6x12"), it is recommended not to install the paper tray.
It is recommended to remove the prints stacked on the paper tray frequently. If the prints are not removed frequently, a paper jam may occur.

· Transporting the Printer

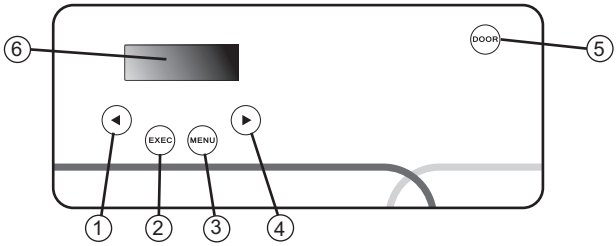
The following cautions are necessary in transportation of the printer.
Since an incorrect transportation method causes a printer fault, follow the correct method.

1. Remove the ink ribbon and paper from the printer before transporting the printer.
   If the ink ribbon or paper cannot be removed due to a fault, consult with the dealers or service center.
2. Use a genuine box.
   If the box used at the purchase cannot be used, consult with your dealer or service center and purchase a new box.
3. Do not turn off the power while the front cover is open.
   Close the front cover while the power is ON and turn off the power when **" Ribbon Missing "** is displayed on the LCD of the operation panel.

Chapter 3. Operation Panel

· Operation Panel

The buttons, and LCD display on the operation panel are shown below.



Individual Operation Buttons ① to ⑤ have the following functions.

NO.	Name	Function
①	Left Button	Use this button to select preferred setting.
②	Exec Button	Press this button to cut 4 sheets of paper in “manual paper cutting” mode.
③	Menu Button	Press this button to view machine status.
④	Right Button	Use this button to select preferred setting.
⑤	Open Button	Press this button when opening the front cover.

· LCD Display

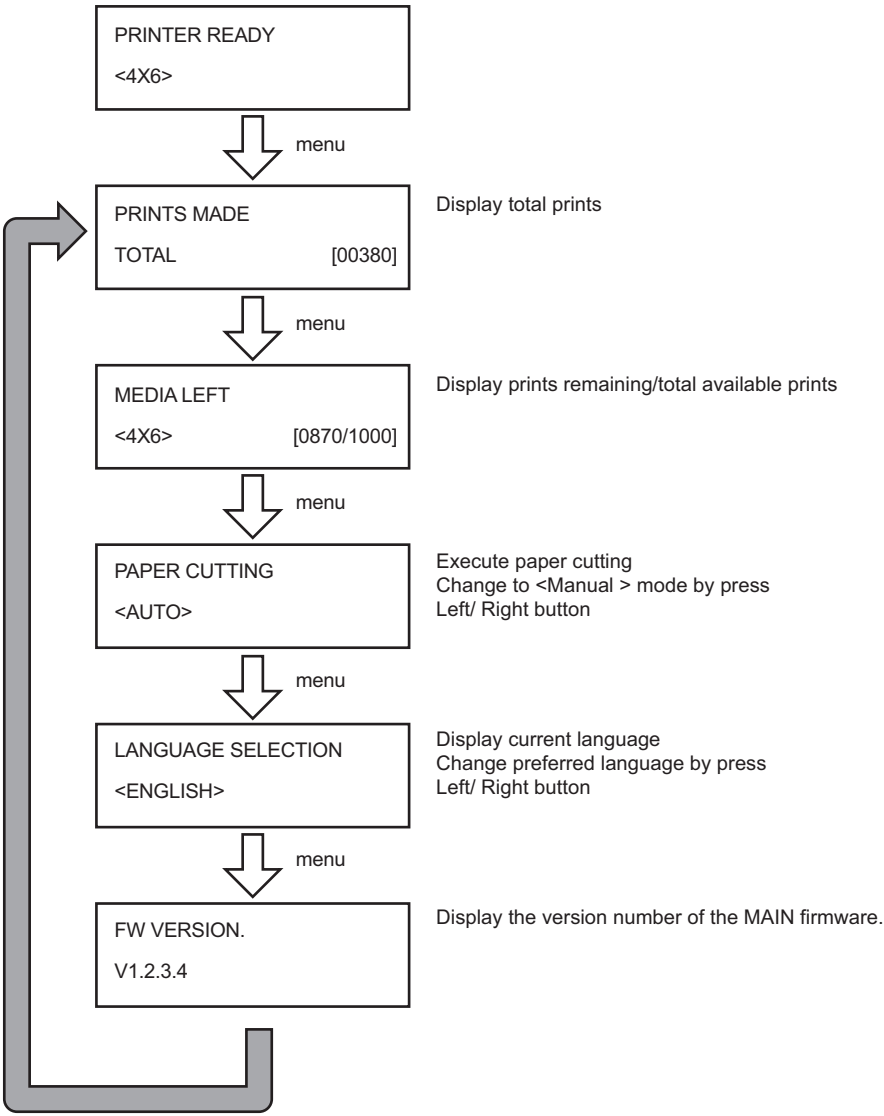
The LCD Display ⑥ indicates the following printer status.

LCD Display	Description
Printer Ready 4 x 6	Printable status Display is changed depending on ink ribbon being set in the printer.
Prints Made	Display printed quantity.
Media Left	Display Media left quantity.
Paper Cutting	Execute paper cutting (6x4 paper x4 sheets) when close front door.
FW Version	Display current FW version.
Language Selection	Select preferred language.
Initializing	Printer is in initialization.
Media Checking	Checking Ribbon/ Paper status.
Data sending	Send data from PC.
Printing	Printing
System cooling	The thermal head is being cooled down. Printing is interrupted temporarily until the thermal head is cooled down.
System warm up	The thermal head is being warmed up. Printing is interrupted temporarily until the thermal head is warmed up.

Chapter 3. Operation Panel

· User Set Up Mode

To set the User Set Up Mode, press the Menu button in standby mode.
When the Menu button is pressed again, display changes as follows.

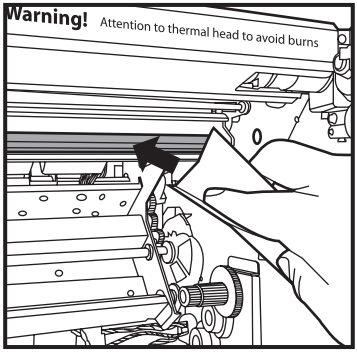


Chapter 4. Routine Maintenance

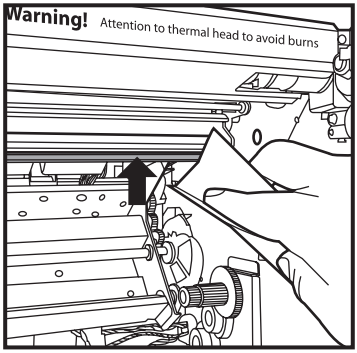
· Cleaning of Thermal Head, and Roller

By using thermal transfer technology, daily maintenance is not really necessary if the printer has being use properly.
However, in order to keep the best print quality, it is highly recommended to clean Thermal Head and Roller once in a month.

Caution: Make sure that the power is turned off before cleaning.
Thermal Head reaches high temperature right after printing. Do not touch by hands directly. Make sure the thermal head has been sufficiently cooled down before starting cleaning.
When fingerprint stick to the heating element, it can damage the Thermal Head. Do not touch directly by hands.
Be careful not to be hurt by the projections of the printer.

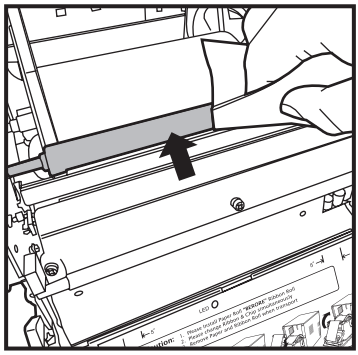


1. Use gauze; clean the heating element (glass bar) of the thermal head with ethyl alcohol.

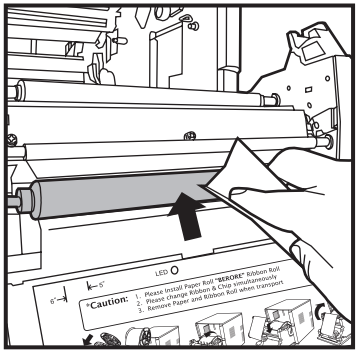


2. Use gauze dipped with ethyl alcohol, and cleans the edge of the peel-apart plate.

Chapter 4. Routine Maintenance



3. Use gauze dipped with ethyl alcohol, and cleans the rubber section of the guiding roller.


LED
*Caution:
1. Please Install Paper Roll, *BEBORE* Ribbon Roll
2. Please Change Ribbon & Chip simultaneously
3. Remove Paper and Ribbon Roll when transport.

4. Use gauze dipped with ethyl alcohol, and clean the rubber section of the platen roller (paper feed side).

Attention: Printing should be performed after the alcohol dried up completely (approx. 5 minutes)

Chapter 4. Routine Maintenance

· Cleaning of Outer Cabinet

Wipe the printer outer cabinet with a soft cloth.
If the stains are not removed, wet the cloth and apply weakened neutral Detergent to it.

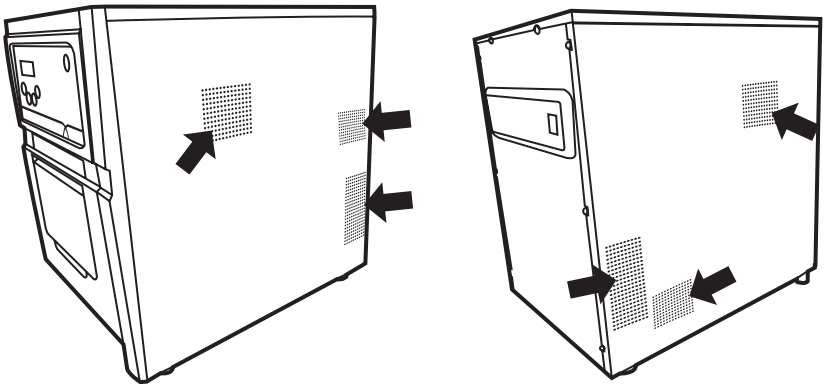
Warning: In case of foreign substance get into the printer, turn off the power of printer, remove the power cord and contact the dealers or service center. Continuous use of the printer under such condition can cause the fire and electric shock.

Warning: Continuous use under the abnormal condition such as high temperature, smoke and strange smell can cause the fire and electric shock. Turn off the power and make sure to remove the power cord, and then contact the dealers or service center.

Caution: Do not use volatile solvents or spray insecticide on the printer outer cabinet. Otherwise, discoloration or crack may result.

· Cleaning of Filter

1. If the dust collects on the openings, clean it with vacuum cleaner.



Chapter 5. Error Message Handling

· Error Message and Corrective Action

When the error happens, error message will be displayed on LCD of the operation panel.

LCD Message	Status	Corrective Action
0100 Cover Open	The front cover is opened	Close the front cover.
0101 Cover open fail	The front cover is not opened	Press the Open button again and reset the error
0200 Ribbon Missing	No smart chip key	Insert the smart chip key
0201 Ribbon Missing	No ink ribbon	Load the ink ribbon roll.
0202 Ribbon mismatch	Installed ink ribbon does not match IC chip ID	Replace the right smart chip key
0203 Security Check Fail	Unsupported ribbon type	Replace the right ink ribbon
0300 Ribbon Out	The ink ribbon is empty	Replace the ink ribbon
0400 Paper Out	Paper is not loaded	Load the paper roll
0401 Paper Out	Run out of paper	Replace the paper roll
0402 Paper Not Ready	Paper roll is installed incorrectly	Reload the paper roll in right direction
0500 Paper Jam	Paper jammed during printing	Remove jammed paper in printer
0600 Paper mismatch	Loaded paper roll size is not match with ink ribbon	Replace the right paper roll size

* Please advice the error code number when you contact the dealers or service center if necessary.

Chapter 5. Error Message Handling

· Failure Symptoms

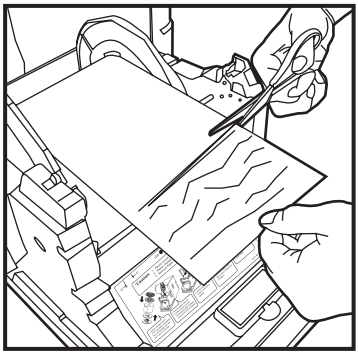
When detecting a failure symptom, check the printer using the following table.

Symptom	Action
Power is not switch on.	● Check if the power cable is connected to the plug socket or the printer.
The personal computer does not recognize the printer.	● Check if the USB cable is connected to the personal computer or printer.
The printer does not become ready.	● Check if the front cover is properly closed. ● Check if paper is jammed in the printer. ● When the paper setting lamp goes off, insert the edge of the paper until the paper setting lamp is lit.
The front cover does not open.	● Check if the printer is installed in a flat location. ● Check if any object is placed in front of the front cover.
A straight stripe area is not printed.	● The thermal head may be dirty. Clean the thermal head as described in Chapter 4, "Routine Maintenance". ● If the blank area remains after cleaning the thermal head, the head may have been disconnected. Consult with the service center.
Dotted areas are not printed.	● The roller may be dirty. Clean the roller as described in Chapter 4, "Routine Maintenance".

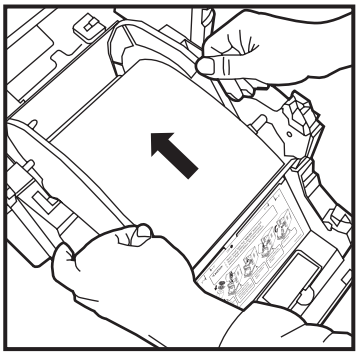
Chapter 5. Error Message Handling

· Paper Jam

1. Open the front cover.



2. Cut off the folded or printed section with scissors. When the paper is folded inside of the printer, pull it out gently and slowly.



3. Pull out the paper until the paper setting lamp goes off.

Attention:
- If the paper is used without cutting off the folded or printed section, paper jam occurs again or the ink ribbon may snap during printing. Always cut off the creased or printed section of the paper.
- Cut off the paper straight and at right angles to the roll paper direction.
- If paper jam occurs frequently, a defect in the mechanical section is assumed. Consult with the service center.

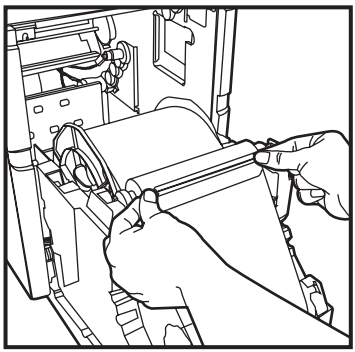
Chapter 5. Error Message Handling

· Power Supply Interrupted during Printing

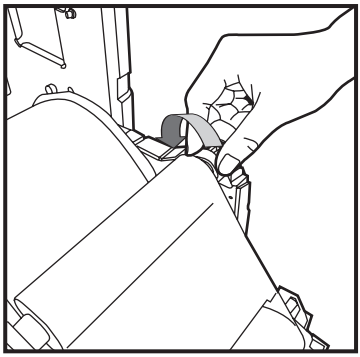
In case of power supply interrupted while the printing, the Thermal Head will be kept on pushing to Platen. Leaving this situation for a long time, the shape of Platen can be warped. In order to avoid this situation, please follow the instruction below.

1. Turn off the power of the printer.
2. Turn on the power for 3 or more seconds after turning off the power.
3. Paper Jam is displayed on the LCD of the operation panel, open the front cover and take the necessary action according to the instruction provided in 5-3, "Paper Jam".

· When the ribbon is snapped



1. Stick the broken part of the ribbon with a tape.



2. Turn the ribbon on the rewinding side and rewind the taped section completely and tightly.

Chapter 6. After-sales Service

Contact your Ciaat dealers or service center for the details about after-sales service.

· Specification

Model Name	CIAAT CTP-3010
Printing Method	Dye Diffusion Thermal Transfer (D2T2 Technology)
Resolution	300 x 300 dpi
Printing Size & Capacity	4"x 6" (102 x 152 mm): 1000 prints 5"x 7" (127 x 177 mm): 600 prints 6"x 12" (152 x 304 mm): 350 prints
Printing Speed	4"x 6" approx 8 seconds 5"x 7" approx 12 seconds 6"x 12" approx 15 seconds
Operation System	Windows 2000/ XP/ Vista/ Windows 7 ; Mac OS 10.2 or above
PC Connection	USB 2.0 Hi Speed
Power Requirement	AC 100 V ~240 V, 50-60 Hz, 6A
Operation Environment	10°C ~ 35°C (50°F ~ 95°F) 20 ~90% non-condensing
Dimension	330 x 424 x 425 mm (W x H x D)
Weight	26.7 kg (consumable excluded)

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